

**Abstract of the Disclosur**

The architecture of a multimedia customer care center (100) is divided into three separate application layers: a contact layer (104), a communications layer (106) and a business layer (108). The contact layer  
5 comprises media-specific handlers (200-212) that manage their media-specific resources, connect customer contacts to resources (220) and report events including status to the communications layer. The communications layer includes media-independent software (106) that manages shared resources, that tracks, accumulates, and reports events  
10 reported by the contact layer, and that directs handling of events by the contact layer according to business information. The business layer includes software (108) that provides an interface to the customer contact center for the business that is served by the center. It manages business services by supplying business information that defines the services and  
15 business goals to the communications layer, and generates reports from information accumulated by the communications layer. It effects scheduling and adherence tracking of resources. It also provides workflow control capability or interfaces to pre-existing workflow systems.